



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
BUSINESS PROJECT MANAGER
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for managing the strategic direction of the department's administrative and support services to include information technology, human resources, facilities, vehicles, supply, mailroom, safety, and emergency operations. Oversees a variety of complex projects and provides management analysis to support decision making. Serves on the department's Executive Management Team and represents the Department and Director in a variety of forums as necessary. This position reports to the Director of Human Services.

ESSENTIAL JOB FUNCTIONS

Responsible for developing, analyzing, planning, and implementing the projects, programs and operations of the department's administrative services functions to include budget preparation, expenditure monitoring, staff development and training, succession planning and human resources functions.

Advises and assists with development and implementation of departmental strategies to meet City and State goals and objectives. Assists in the development of project plans, sets objectives, monitors and evaluates project status and progress; ensures Department organizational and management systems to effectively meet operational goals and objectives. Researches, analyzes, plans and implements business applications, enhancements and modifications for assigned projects.

Reviews relevant documents, contracts and other materials; conducts complex and sensitive studies to identify administrative, operational, and management business needs, priorities, and business process solutions; identifies areas requiring actions, new methods or redesign to streamline and improve operations; develops functional requirements to address needs. Gathers, analyzes and evaluates data and information from various sources on a variety of specialized topics and makes recommendations for changes and enhancements as needed.

Responsible for the effective supervision and administration of assigned areas to include monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities. Evaluates resource needs and manages the effective deployment of resources.

Serves as the project liaison to facilitate collaboration and discussions with other City departments and vendors to develop Requests for Proposals (RFP's), to resolve issues and meet departmental needs.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Project Management - Comprehensive knowledge of organizing, planning, coordinating, managing and directing administrative functions, planning processes and technology projects.
- Information Technology - Thorough knowledge of computer systems and business applications.
- Research and Analysis - Thorough knowledge of research and analysis methods and techniques; thorough knowledge of statistical analysis and forecasting techniques.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes meeting quality standards for services, and evaluation of customer satisfaction.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- Judgment/Decision Making - Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationship - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments, organizations, and vendors.

REQUIRED ABILITIES

- Communication - Excellent ability to communicate complex ideas effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to prepare detailed technical reports, manuals and studies.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Business Administration, Public Administration, or a related field and more than 5-7 years of progressively responsible management and supervisory experience,

project management or coordination, and business analysis, or an equivalent combination of education and experience. A Master's Degree is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.